



KEYSTONE  
HUMAN SERVICES INTERNATIONAL

*“Advancing the Human Spirit”*

## **ANNUAL REPORT**

**2017-2018**

**KEYSTONE HUMAN SERVICES INTERNATIONAL**

**LIAISON OFFICE, INDIA**

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## **KHSI LO Activity Report (2017-2018)**

### **1. About Keystone Human Services International Liaison Office:**

The Keystone Human Services International Liaison Office (KHSI LO) has been established to help improve the lives of people with disability across India and to contribute toward a national change movement aiming for a more inclusive, just, Indian society where all people are valued and belong. KHSI LO seeks partners and collaborators to work alongside us and with people with developmental and psychosocial disabilities. Together we join a movement of change, and provide opportunities for people to experience home, friends, family, work, and full participation in the community.

KHSI LO provides extensive consultation and education around developing responsive, effective, and inclusive supports to help move toward belonging, acceptance, and a rich community life. We develop and prepare emerging leaders to work toward community development, inclusive support, and integration instead of segregation. We offer intensive workshops and presentations on promising practices and ideas, and offer ongoing consultation and guidance in implementation strategies. We connect organizations and people throughout India and the world who are doing promising work to assist people with disability to take their place in society. Together, we are working to develop an inclusive society, where all people belong and are invited to participate in all the community has to offer.

### **2. Legal Status:**

Keystone Human Services International Liaison Office is registered with Registrar of Companies, Ministry of Corporate Affairs, Govt of India. Our Foreign Company Registration Number is F06219. We are also registered with Reserve Bank of India with UIN: NDLO17008112. The Permanent Account Number (PAN) of the Company is AAGCK7030B and the Tax Deduction Account Number (TAN) of the Company is DELK17326B.

### **3. Mission and Vision:**

#### **Mission:**

The Mission of KHSI LO is to create opportunities for growth and meaningful life choices so that all people can be valued, contributing members of their community.

#### **Vision:**

Our vision is that of creating an environment where all people, regardless of background and 'ability', can grow, make choices and be valued and contributing members of our community. In this vision, we see the welfare of all people being vested in the welfare of each individual. We believe that all human life is sacred, having equal and unconditional value. We believe that it is important to recognize and value individual differences and diversity as a means of validating our own

uniqueness and affirming the great diversity of the human community. Our services will value, be responsive to and reflect the great diversity of the communities, individuals and families we serve. We will strive to assure that all levels of our organization reflect this diversity. Within our intent is a deep commitment to decrease the dependence of individuals and families on formal services. All that we do should contribute to the strength, independence, community presence and capacity of each individual. When an individual or family does need formal services, those services must be effective and, where appropriate, time limited. Our vision is that of supporting people within their communities, in natural settings such as home, work, neighborhood and school. We believe that we have a deep obligation to serve as a change agent, sharing our experience with others both individually and within the public policy and service delivery processes. We believe that it is important to live in an environment where all of us have the opportunity to consider the moral and spiritual aspects of our work. We desire that the many people associated with Keystone will experience their work as a calling and wish to encourage and nurture deep commitments, friendships, nonpaid relationships, and life sharing. In this time of rapid social change, much of what we do encompasses the creation of social forms and structures that have value for all people. We believe that our striving to accept, value, and understand great diversity in human qualities is linked to our role in creating a safer world.

#### **4. Objectives and Broader Goals:**

The objectives of KHSI LO are as follows:

- A.** For social, charitable, cultural, and educational purposes, and aims, inter alia, to promote and develop opportunities that will be in the form of direct service, best-practice training, monetary and administrative supports to further the independence of people who need service due to disabling conditions, situations of poverty, abandonment, institutionalization and other adverse societal conditions throughout the Republic of India.
- B.** For achievement of its goals, KHSI LO may carry out the following activities:
  - a. Initiate, coordinate, and fund national and international programs in the field of its activity;
  - b. Obtain from the public authorities and other persons necessary information in order to carry out its activities;
  - c. Found or possess mass media and will use appropriately the existent ones;
  - d. Develop resource centres, such as libraries, databases, which will be opened to public access for free and / or for a fee;
  - e. Organize congresses, conferences, forums, round tables, exhibitions, and communication sessions with national and international participation;
  - f. Create and develop new information centres;
  - g. Produce and distribute television and radio programs;
  - h. Publish, distribute and / or sell newspapers, magazines, thematic literature and specialized bulletins;
  - i. Participate as incorporator in non-profit organizations and profit societies in order to achieve the goals, provided for by the present MoA and appropriate governing laws of India;
  - j. Carry out entrepreneurial, economic, and other activities, which are derived from the goals of KHSI LO and will contribute to the achievement of the core goals goals;

- k. Deliver services that will include, but will not be limited to:
  - i. Providing support and services for children and adults who are at risk or have intellectual disabilities, autism and/or mental health needs;
  - ii. Providing assistance, as requested, to the government of the Republic of India, municipalities, autonomous regions regarding human service delivery or development;
  - iii. Providing services and supports to children and families to ameliorate the impact of alcoholism, drug addiction, divorce, abuse, etc.;
  - iv. Providing funding and financial support through charitable, government and corporate sources.
- C. Provide technical assistance, training and consultation regarding child development, family dynamics, therapeutic and treatment models and large-scale human service systems.
- D. Operate an international intern program allowing students to live and learn in countries and cultures other than their own.
- E. Organize and support other activities in accordance with the aims and objectives of KHSI LO and the National Law.
- F. Create an awareness on disability of various kinds, its acceptance and endeavour to bring about a change in the attitude of the treatment of persons with disabilities;
- G. To work constantly and in every way possible to improve the conditions of people with disabilities in the country. Area specific improvement will happen with Keystone Human Services India looking at improving and implementing ways to identify disability in early stages, preventative and conditional care where needed and also look towards creating community services and supports for people with disabilities, focused on intellectual disabilities and autism along with mental health needs;
- H. To establish, promote or support by providing aid through grants, financial and other assistance in any manner to other nongovernmental organizations and institutions of like nature established for charitable ends;
- I. To do any public charitable activities for the welfare and advancement of the general public, not involving the carrying on of activities for profit purposes;
- J. To do any other activities, get engaged to implement the objects of the Company under the provisions of the Income Tax Act, 1961 and other Acts of the land;
- K. To create an opportunity for unemployed people to earn their livelihood especially for women and to undertake projects for the empowerment of women;
- L. To do all such other lawful things as considered necessary for the furtherance of the above objects.
- M. Other activities that are not prohibited by the law.
- N. The beneficiaries of KHSI LO can be any persons who need service due to disabling conditions, situations of poverty, abandonment, Institutionalization, and other adverse societal conditions throughout India, as well as any person or organization that works to support people with disability.
- O. The beneficiaries of KHSI LO can be an individual or legal entity, who have solicited services or financial support according to the KHSI LO procedures.

- P. Provided that the company shall not support with its funds, or endeavor to impose on, or procure to be observed by its members or others, any regulation or restriction which, as an object of the company, would make it a trade union.

## 5. Activity Highlights (2017-2018)

To accomplish these broad objectives, Keystone Institute India (KII) was formed as a flagship program of KHSI LO. KII is a national training institute focused on creating opportunities for Indian citizens experiencing disability to lead full, rich lives, and be included and valued in the community. The KII program centers its activities on five pillars:

- Establish the Institute as powerful source of ideas and action towards the full participation and engagement of Indian people with disabilities into everyday life.
- Work closely with partner organizations, including The Hans Foundation, towards equality, inclusion, and citizenship for all.
- Strengthen and support families and people with disabilities to be in leadership roles in the development of an inclusive society.
- Work across numerous disability sectors to become a trusted resource for the exchange of the best ideas and the most inclusive practices in the areas of home, personal growth, work, relationships, recreation, community and spiritual lives.
- Identify talented change agents, and build and engage a national leadership base capable of moving India and Indian citizens towards a future of promise: the “Good Life” for all Indians, including those with disabilities.

### Highlights from this past year of activities include the following:

In the Financial Year 2017-18, Keystone Human Services International, India conducted many educational, consultation and training events in the country. During the year, we conducted 56 events in 13 states of the country. We reached out to the leaders from 460 Civil Society Organizations out of which 212 new organizations were added during the year. All these organizations are working in the field of Disability especially in developmental disability. Through these events, we trained about 2020 senior leaders, board members, chief functionaries of these CSOs during the year.

In April 2017, KHSI LO staff held a two-day planning retreat with lead partner, The Hans Foundation, in Binsar, to structure a number of future activities in more detail. Here it was determined to focus next immediate efforts on seeking partners in the northeast region of India, in the states of Assam and Meghalaya. KHSI LO staff traveled there for a week to meet two organizations working in support of people with mental illness, to map the current available supports that exist for people with disability.

In May 2017, KHSI LO leadership staff were working in Bangalore with a coalition of Social Role Valorization leaders and graduates from Seva-in-Action and Biswa Gouri Charitable Trust, as well as Shristi Special School.



KHSI LO staff taught a course on inclusive planning techniques as well as a core course on valued roles. Staff conducted a series of program visits, consultation, and educational events in the northeast, including a program visit to Ashadeep Society, with a focus on seeing and studying their new supported living model for people with mental disorders who have moved through their rescue and shelter/rehabilitation program. Staff also studied their school/day/vocational centre for people with intellectual disabilities and mental disorders, as well as their outpatient clinic, and numerous



rescue/rehabilitation homes. While there, KHSI LO staff conducted an engagement session, where many of the people served and their families came and participated. Staff also held a discussion with Ashadeep's leadership team regarding the actions they have taken since learning about Social Role Valorization last summer.

Also, in May, the team was in the city of Shillong, where they had a very potent interaction with Bethany Society focused on inclusive practice and including universal design planning in services. An engagement session was conducted here with many areas of shared vision and a wonderful spirit of optimism. KHSI LO staff also visited their rural community-based rehabilitation program where the team met with several families impacted by disability living in very rural areas where the only access is by walking into the villages, as there are no passable roads. The team also met with Meghalaya Parents Association, and discussed initiating a northeast consortium of inclusive practice. Also, in May KHSI LO conducted a two-day planning session and teaching session to Bubbles Centre for Autism. This two-day session resulted in the founding of a Family Facilitator Circle. Six mothers attending the two-day workshop requested to partner with KHSI LO staff to co-facilitate planning processes for their sons and daughters, thus creating six experiential learning processes for these six women, and preparing them to facilitate such processes for the other families. Program staff also developed the feature article for the National Autism Federation's newsletter, which has circulation across India.



In June 2017, KHSI LO leadership led a consultation, board development training, and strategic planning session with the Board of Directors of Action for Autism, the premiere national centre for people with autism in India, to help them focus their ideas around inclusive practice in supporting people with disability in a residential setting. The team also participated in a Keystone Human Services led side-event at the United Nations in New York during the Conference of States Parties to the Convention on the Rights of Persons with Disabilities. Panel members associated with KII included Shweta Rawat of The Hans Foundation, Charles Hooker of KHSI, and Betsy Neuville of KII. They were joined by colleagues from KHSI Moldova the Permanent Mission of Moldova to the UN. All panelists spoke about challenges and accomplishments related to deinstitutionalization and the compelling experience of what it takes to build a community system of support for people with disability.

In July 2017, KHSI LO, Dr. Narender Sharma joined us to serve as Associate Director. Dr. Sharma has worked across India managing various major projects for many vulnerable populations, including work with Harvard University and Abt Associates, and has an impressive research and management background. In addition, KII Director Elizabeth Neville was engaged to provide the Keynote address at the 2017 Down Syndrome Federation International Conference in Delhi.



In August and September 2017, the KHSI LO team was immersed in solidifying the office's corporate structures, administrative business processes, and team. Dr. Sharma received intensive orientation in high-order inclusive disability work. As well, he was introduced to the KHSI US-based support and leadership team via multiple introductory distance meetings with leadership in Keystone Institute, Human Resources, Information Systems, and Finance departments. Bindu Sengar, KHSI LO Administrative Coordinator, continued her central role, and continued to develop her natural talent in disability issues and facilitation. The team worked with Dr. Shubhangi Vaidya, noted author, researcher, parent, and disability rights and gender expert to develop and pilot



two new KII training offerings: "Understanding Families" and "An Understanding of Disability through the lens of Music, Religion, History, and Song", helping KHSI LO round out the framework of educational offerings by KII.

In the month of August, KHSI LO co-sponsored at conference and gave a keynote address at the "From Segregation to Inclusion – The Way Forward" Conference in Kolkata. This event was entirely planned and conceptualized by one of KII's prime protégés and graduate from many KII courses, Ms. Amrita Roy Chowdhury. Amrita partnered with KHSI LO, the Down Syndrome Federation of India, The Julian New Day Mission, and the Kolkata Lions Club to put on this first-ever conference to which over 120 families, corporates, professionals, press and others attended. KII director, Elizabeth Neville, presented a well-received keynote on "Life is Big, There is Room for All".



In August, KII conducted a two-day SRV workshop for The Hans Foundation and Action for Autism partners. Both of the principal staff from THF, General Surinder Mehta and Dr. GV Rao, were fully present and engaged for every moment of the workshop, each earning a certificate of completions alongside their staff. The KHSI LO team also traveled for a consultation and training trip to Mumbai and Pune, conducting a standing-room-only workshop for well over 60 change agents, organized by the National Parents' Federation PARIVAAR, and co-led by colleagues Commander Shrirang Bijur, national President of PARIVAAR, and two fabulous SRV graduates from Prayatna in Pune. Following, the team immediately traveled to nearby Pune to conduct a site visit



at Prayatna as well as an engagement session with four inclusive-minded organizations.



In September 2017, KHSI Deputy Director, Genevieve Fitzgibbon, was in New Delhi for some focused work on the orientation and development of KHSI LO Associate Director, Dr. Sharma, to coordinate on the hire of outsourced accounting and HR services, as well as to review feedback with THF regarding a disability-specific grant proposal addendum developed by KII. This will allow THF to better monitor, evaluate, and advise their grantee partners, and to identify whether organizations are truly moving away from segregation, towards inclusion, and respecting the full rights of the people who they exist to support. Ms. Fitzgibbon, Dr. Sharma, and Ms. Sengar also attended the annual CSR (Corporate

Social Responsibility) conference in Delhi and connected with a number of important potential donor partners, while KII Director Neuville facilitated an ongoing session on person-centered planning in Bangalore for six individuals, based on Person Centered Methodology and PATH planning tools. Additionally, in collaboration with The Hans Foundation, an influential group of change agents in mental health was pulled together from across India to lead in the development of a national-level research paper on developing alternatives to long-term institutionalization in government psychiatric hospitals. KHSI LO staff are helping to coordinate this effort.



In October and November 2017, KHSI LO staff were consumed both with organizational, administrative work optimizing our new systems and business practices, as well as planning for KII's second landmark event invitational SRV event to be held in December, 2017.

During this period, KHSI LO recognized a wonderful progression of leadership development, as



Administrative Coordinator, Bindu Sengar, conducted a presentation and exercise on valued social roles at a workshop in Chennai with over 40 participants. In addition, a new member was added to KHSI LO –Ms. Shalini Ekka, office assistant. Also in November 2017, leadership of KHSI and The Hans Foundation met in Hawley, PA for a next planning retreat. Ms. Sweta Rawat, General SM Mehta, Dr. GV Rao, Charles Hooker, Genevieve Fitzgibbon, Paul Glick and Elizabeth Neuville took a deep look into shared plans, work, accomplishments,

and vision. Out of the discussions and planning came many new ideas, some readjustments, and, most compelling, a sharpening of the focus and shared aims.

Also in November 2017, Director E. Neuville provided a Keynote address at the National Conference on



Disability, sponsored by DISHA Foundation. And “Ideas that Matter” engagement session was held in November for 18 strong advocates at Vishwas, with the support of SRV graduate Geeta Chaturvedi. One of the promising practices at Vishwas is that children with and without intellectual disabilities are educated in the same classroom, which is rare in India, even when a program

is termed inclusive. KHSI LO staff also

KHSI LO staff were in Chennai in November to provide a one-day workshop at BALM, the training institute associated with Banyan, a leader in mental health services in India. This workshop was organized



by several people who attended a KII training in nearby Pondicherry last spring, who felt a determination to bring these ideas to their city. Over 40 people attended this workshop, and the leaders



are attending the upcoming four-day intensive course in Delhi. And 50 people attended the KII engagement session hosted by Cheshire Homes Delhi, and a number of powerful disability activists lent their voices to the facilitated discussion and graphic representation. KHSI LO staff also traveled to Hyderabad to meet with new partner, Swayamkrushi, and to conduct an engagement session.

On 5-8 December 2017, the KHSI LO team successfully organized and hosted the second landmark



invitation only, national SRV event. Participation included an impressive group from 14 states across India, with sponsorship from THF and the National Trust. KHSI LO leadership were successful in preparing and mentoring Dr. Nidhi Singhal and Ms. Geeta Mondol to present and lead at this SRV event in December and this proved to be of great value and impact. These emerging national leaders will provide support in the education, training, consultation, and research

work as Associate Faculty of Keystone Institute India. Also, in December 2017, Dr. Narender Sharma

attended the Digi-Ability Conference in Kolkata, organized by the Public Relations Society of India, Kolkata Chapter. KII was felicitated with a considerable space on the stage and all the organizations/advocates working in disability appreciated the efforts and work of KHSI LO. Dr. Sharma shared KII’s vision and agenda, and affirmed



the willingness of Keystone toward onward collaboration and support.

In January 2018, Director E. Neuville was in Bangalore to provide ongoing support to the Family Facilitator Circle there, conducting a model PATH for a young man, and following up on the nine person-centered plans that have been conducted thus far. In addition, Ms. Neuville provided consultation on Pragati, the vocational program there, in the form of a model coherency analysis which gave new direction to the program.



Also, in January, a comprehensive consultation was completed at Ashish Center, where KHSI LO has worked in strong collaboration with Geeta Mondol, the Founder/Director. Milton Tyree (KII consultant), Dr. Thomas Neuville (KII consultant), E. Neuville, and B. Sengar spent three days in observation of a special school located in Delhi, with a focus on areas that they can move forward towards potent, relevant education leading towards inclusive lifestyles and a

strong future for the student and their families. Together, the team was able to devise several pathways forward, and the consult was a great learning experience on all sides. The KHSI LO team also met with Dr. Shubha Ghosh to consult on the team's work producing a Snapshot on Disability publication, which shares the findings of the engagement sessions from the many provided across India. Dr. Ghosh, E. Neuville, and G. Fitzgibbon met in Harrisburg, PA for two days of verifying all coding, analyzing and interpreting the data, and deriving main findings. An outline was prepared for the content of the snapshot report and writing got underway.



In 2018, the KHSI LO team has planned for a focus on "Creating Home" in residential services, as well as high-quality training in employment and entrepreneurship. In March 2018, Milton Tyree and Hope Lee Dittmeier, international leaders in supported employment began a three-city tour for a workshop called "Real Work, Real Lives, and Real Contribution: An exploration of what 'works' in supported employment for people with disabilities". KHSI LO partnered with seven collaborating organizations to bring this to Delhi, Bangalore, and Kolkata. Also during March, the entire team of KHSI LO had a planning session in KII office that continued for almost a week.

In March 2018, KSHI LO leadership traveled to Bangalore to re-connect with SRV graduate, Sajinie Ganesan, the principal of the Baldwin Opportunity School, to deepen the connection and help her establish a closer partnership with Bangalore thought leaders "Bubbles Centre for Autism", where KII has conducted intensive leadership development work. During this visit, Mrs. Elizabeth Albuquerque and Director E. Neuville met with families and staff for an overview of person-centered techniques, and described the emerging family movement in Bangalore using such tools.

The team completed the materials development and ‘test run’ of a new workshop called “Fuel for Thought and Action: Creating Home.” In March, KHSI LO staff led a half day pilot workshop for 22 leaders and program developers, “testing” the material in preparation for a longer, two-day event to be premiered in April in Kolkata. And on 28 March 2018, KHSI LO hosted a Roundtable Dialogue with representatives of commercial corporations on the promise and possibility of hiring people with developmental disability. This event was planned and designed at the request of the National Trust as a part of the Inclusive India campaign. Foundation and NGO leaders welcomed the gathering, hosted at the Park Hotel in Connaught Place.



#### **6. Contact us:**

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